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19 March 1971

MEMORANDUM FOR: SSA/DDS

SUBJECT : Misuse of Pneumatic Tube System

1. Currently, numerous pneumatic tube carriers are being rejected by the tube system and received at the reject station in RID. In addition frequent jams in the system, some extremely serious, have recently occurred.

2. It is essential that users observe the following requirements, violations of which are responsible for the majority of pneumatic tube failures.

a. The carrier must be inserted into the sending station correct end first.

b. The flap closing the carrier must be securely fastened.


c. The address for which the carrier is intended must be carefully and properly dialed.

d. The sending door must be kept closed for ten seconds after the sending of each carrier.

e. Receiving stations must be emptied of incoming carriers promptly. No more than three carriers should be permitted to accumulate at a station.

f. Empty carriers' dials must be set correctly for the carriers' home stations and not simply turned at random and re-inserted in the tube.

3. Failure to observe these requirements has been responsible for documents being lost for lengthy periods and occasionally for blocking the pneumatic tube system to all traffic until jams could be cleared. You are requested to take such steps as may be necessary to insure that operators of tube stations under your jurisdiction are thoroughly informed as to proper operation of the system and that your supervisory personnel cooperate in enforcing system requirements.


Chief, RID

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